

## Resident Feedback Summary

2014 Coffee with Council held at Active Living Fair (September 9)

DEPT.	RESIDENT COMMENTS / CONCERNS
Infrastructure Services	<ol style="list-style-type: none"><li data-bbox="516 474 1409 569">1. Reinstall Warning sign for pond behind Iron Wolf Place Infrastructure Services will review to determine if a municipal sign has been removed, and replace if necessary.</li><li data-bbox="516 606 1386 737">2. Extend 50 Ave. 30km zone one block to Outreach School Council will review the 30 km/hr speed zone this winter, and the modification of the reduced speed zone will be presented for Council consideration at that time.</li><li data-bbox="516 774 1386 869">3. Install Crosswalk Lights at Maple Bay This project has been presented to Council in the past, and was not implemented into the 10 Year Capital Plan.</li><li data-bbox="516 907 1430 1272">4. Traffic is way too congested in downtown and now worse since the bulbs were added at the 50th Street intersection with Hwy 12. All parking should be removed from Highway 12 and create two lanes. She heard that visibility lines were not properly designed for this location. Sight lines were considered, and properly accommodated, in the construction of the 'bulbouts' at 50th Ave and 50th St. The 10 Year Capital Plan does include, in 2016, a review of Highway 12 to determine if parking can be removed and accommodated elsewhere, or if an alternate arterial corridor can be developed to take some traffic off of Highway 12.</li><li data-bbox="516 1310 1427 1541">5. If there is not going to be a pedestrian crossing light at 54th avenue and 58th Street, then consideration needs to be given to add a sidewalk on the east side of 58th Street from 54th Avenue to 53rd avenue and then keep going to 52nd avenue where there is a bus stop right now. Council will be considering the addition of a pedestrian crossing light as part of the 2015 Budget deliberations.</li><li data-bbox="516 1579 1430 1843">6. Cross walk infractions at 58 St. and 54 Ave - On further consideration of this matter, we feel that a cross walk light will better serve this issue rather than a sidewalk on the east side of 58 St. This is due to the fact that 54 Ave. is a collector road and we do not want to see the probable issue with jay walking etc. If dollars allow, then a sidewalk on the east side of 58 St. is not out of the question. <b>However, the Cross Walk light is the first priority as outlined in our 2015 Budget Submission</b></li></ol>

Council will be considering the addition of a pedestrian crossing light as part of the 2015 Budget deliberations.

7. Dumpster off of 58 St between 54 Ave and 55 Ave.  
A new dumpster has been placed as the previous one was rusting out.

Would it be possible to get the signage placed on it as to what cannot be placed in the dumpster?

It is not the City's policy to place additional signage listing what can or cannot be placed within the dumpsters. No plan is in place to begin doing so.

*Our last question is: Do matters such as those listed need to be addressed to the City on a resident complaint basis?*

The City is happy to respond to resident concerns - any such complaints can be directed to the appropriate department, or the CAO, for follow up action as required.

8. Safety concern in English Estates at a school bus stop on the corner of Petticoat Lane and Dickens Lane. The curb has a bus stop number on it. There is no sign on a post. This means in winter the bus stop gets covered in snow each time the street is plowed and very difficult to remove without equipment. Kids need to stand on the road in the "traffic".

This matter will be referred to Wolf Creek School Division for consideration, as it is not a City bus stop.

9. Why would the new Fire/Police Station move to the east side of the railroad tracks? In an emergency a mile long train could block police/fire equipment from getting across. Let's move the tracks east or build an overpass/underpass. Let's move the Bypass on HWY 12 East/West moved.

Only the Police Station has been identified for a location on the east side of the tracks. This location was decided through a review committee who evaluated a number of potential sites. While there was some concern about being located across the tracks, the site scored the highest of the available sites reviewed, using evaluation criteria. Since Police Officers are on patrol during their shift, it is unlikely that all officers would be on the east side of the tracks at a given time. The location gives good access to Highways 12 and 2A, and does have access to all crossings within the community.

10. Gravel requested in the alley behind Cameron Manor  
Infrastructure Services will be addressing this concern directly.

11. Gravel/millings requested in the alley behind the Denike Block  
Infrastructure Services will be addressing this concern directly by adding millings in the requested location.

12. Complaint about garbage truck drivers slamming the lids on garbage bins when they are set down, breaking the lid  
Garbage trucks will be reviewed to ensure they are working properly when placing/picking bins. Issue will be discussed with Operators to see if there is a way to 'soften' the set down of bins.
13. The sidewalk in front of Cameron Manor all the way to the United Church. It is in poor shape. Many seniors utilize this sidewalk and are having difficulty because of the condition it's in.  
Engineering Services reviewed the sidewalk in question and found it to have lateral cracking, but did not note any safety hazards. The walk is in an acceptable, albeit not ideal, condition.
14. The alley behind Cameron Manor is also in poor shape. Part of it is paved, part of it is not. Again many seniors use this alley and there is one instance of a senior tipping over their motorized scooter in a pothole in this alley  
The condition of this alley was reviewed by Infrastructure Services. Potholes do exist, and will be filled. Gravel or millings will be brought to improve drainage in the alley. There are no plans to pave this alley.
15. When will the city start to bring services to the west side of the city? This is the area where hwy 12 meets hwy 2. There is a massive potential for commercial and residential development that continues to sit idle. Why annex the land if we continue to sit on our hands and mull over its fate?  
An Intermunicipal Development Plan will be developed in 2015 in coordination with the County of LaCombe. The servicing of this west area will be an integral part of the plan, which will review both development strategy and utility servicing plans.
16. I missed this coffee session, but I would like to know who I talk to about a crosswalk in Woodlands? The crosswalk just west of the new lights on C&E is terrifying! My children have to cross there to get to school. With cars parked on both sides, and people rushing to get through the lights, we have been almost hit at least once a week. I'm talking about us being 3/4 of the way across the street and a car heading eastbound speeding right in front of us. Or, people are stopped at the red light idling on the crosswalk and we have to walk between them. I know other people have issues with this because it has been discussed on LaCombe & Community Info. Why can't we have an overhead pedestrian light that the kids can push before they cross the street? I know the new crosswalk by Terrace Ridge has this, and I feel Woodland Dr is an equally busy street.  
This project has been presented to Council in the past, and was not implemented into the 10 Year Capital Plan. The location will be referred to LPS for enhanced enforcement, as speed was noted as a common factor in many of the incidents that have been raised in

	<p>the past.</p> <p>17. Resident would like to see the speed limit by the Lacombe Golf Course increased. Feels that 50km is too slow.</p> <p>The entrance to the Michener Recreation area on the south side of 50th Avenue is already heavily used with sporting activities, campground, skatepark, convenience store/gas station, Motel and Chamber of Commerce. This intersection will only get busier with the addition of a hotel and strip mall. Additionally, on the North side of 50th Avenue there are the golf course entrance and exits as well as a private driveway all of which are at the crest of a hill. As traffic slows to exit 50th Avenue, vehicles are turning left across the path of oncoming vehicles, and vehicles are entering 50th Avenue. When 50th Avenue was a primary provincial highway (Hwy 12), the speed limit in that location was temporarily increased to 80km/h. In the first ten days of this speed limit increase, Lacombe Police Service responded to three multi-vehicle injury collisions, all as a result of traffic entering or exiting 50th Avenue between the Michener entrance and the golf course. Since the 50 km/h speed limit was implemented by the City, there have been only single vehicle collisions with no injuries. The 50km/h speed limit is a safe and prudent speed for the topography, design and usage of the roadway in that area.</p> <p>18. Review parking in front of the building at Lacombe Place and respond why the municipal recycling program is not available to residents of Lacombe Place.</p> <p>Bylaw Services will review parking arrangements adjacent to this building and provide feedback. The City of Lacombe is not in a position to provide recycling services to residents residing in a multi unit dwelling. Residents are not charged for this service by the City and have been provided with a list of private contractors who they can potentially hire to deliver service to their building.</p>
<p><b>Community Services</b></p>	<ol style="list-style-type: none"> <li>1. Lacombe Foundation Residents cannot attend board meeting Roof at Lodge needs replacing Information provided to Councillor McQuesten for follow-up</li> <li>2. Investigate placing a trail behind Iron Wolf Place Forwarded to recreation services for consideration</li> <li>3. Appreciation noted for going ahead with the arena upgrades but would still like to have better dressing rooms Information provided for councils consideration</li> <li>4. Would there be room for a walking track in the arena renovations? Project will be limited to code review renovations</li> </ol>

5. ECHO Energy profits should be going to offset tax increases and not special projects  
**The use of Echo Energy proceeds to support community projects is supported by Council**
6. Some discussion of a multiplex, where does it fit in our long range plans. People are looking for more amenities such as a indoor walking track  
**Referred to recreation and culture board**
7. Will the city do more for trail maintenance? People love our trails and want to make sure they continue to be maintained especially those trails carved out and maintained by the late Bill Nielsen.  
**Request for dedicated summer position in 2015 budget**
8. The parking lot behind BMO is unsightly with weeds and garbage. In years past, we found out that this in a City parking lot and not BMO property, (through Brian Hay) when we no longer would clean it up when we owned buildings adjacent to it. The City took to cleaning it up and removed the weeds. This is at least six years ago.  
 These matters do nothing to beautify our city.  
 There has been a steady decline in these matters over the last 10 years and since we had the pride of Communities In Bloom last in 2004. Maybe that should be resurrected.  
 There are many eco friendly products on the market that would address this in addition to pulling manually.  
 How does the City plan to address and enforce this matter?  
**Referred to Bylaw Services**
9. Bus stops should be in different locations – **(resident was informed that the City will be tweaking the locations)**
10. We need more shopping options in Lacombe
11. More commercial development needed in Lacombe  
**The City is working with developers in building a new hotel and commercial strip mall adjacent to Michener Park. City officials will work with the new owners of the commercial site east of the railway tracks to encourage development**
12. Some discussion about the the C4 project. Again this is not a city led initiative but people are wondering where this project is and the timeline surrounding it.  
**Referred to C4 group**
13. Please consider extending bus route to RDC
14. More runs, later in the evening and Sunday
15. Post schedules at Bus Stops
16. Identify northbound versus southbound at Bus Stops
17. Bus Stop at RDC and RD hospital

	<p>18. Sell combined bus pass for Lacombe and Red Deer system</p> <p>19. Appreciation shown for the BOLT transit especially coming from seniors.</p> <p>20. BOLT is terrific but people are already wondering about expansion of the service to go past the red deer hospital and RDC. Also the schedule needs to be clarified. Let people know that it currently is not possible to do round trips on the bus.  <b>Transit system will be reviewed based on feedback throughout the year. All comments will be considered</b></p> <p>21. Tree blocks the walk light at Woodland and C &amp; E Trail  <b>Referred to Parks</b></p> <p>22. Dog Park needs to happen as soon as possible  <b>Awaiting green spaces review recommendations</b></p>
<p><b>Corporate Services</b></p>	<p>1. ECHO Energy profits should be going to offset tax increases and not special projects  <b>The use of Echo Energy proceeds to support community projects is supported by Council</b></p> <p>2. Tax increases are too steep. Makes it difficult for seniors on fixed income and low income renters.  <b>Property taxes are based on a combination of property assessment valuations, and municipal, school, and Lacombe foundation tax rates. Over the past two years, municipal tax rate increases have been at or below inflation and growth rates. At the same time school tax rates have also declined on average for many residential properties as the result of shifting taxes between municipalities. One thing that remains constant is strong market value increases in properties in Lacombe and unfortunately, the City has no control over this factor.</b></p> <p><b>The City does offer payment options that allow property owners the ability to stretch payments over the 12 month period as opposed to paying the full balance on June 30<sup>th</sup>. The Province also has a school tax deferral program for seniors.</b></p> <p>3. Tax penalty too steep if you are even one day late  <b>The tax penalty bylaw has been established to encourage payment. Tax notices are sent out at least 6 weeks in advance. Rather than wait to the very last minute, property owners are encouraged to pay early or enter in the City's TIPP's program which spreads the payments over the entire year penalty free. Rates in the bylaw are consistent with rates established in other jurisdictions in Alberta and Saskatchewan.</b></p> <p>4. Percentage of penalties too high. Is there a way to lower this and if not can the city not be more flexible in helping people pay their back taxes. Work out a payment plan or something of that nature.</p>

The City is willing to work with taxpayers to determine a voluntary payment plan that allow them make payments over a number of months up to 3 years.

5. Want to start TIPS on current taxes owing while paying off arrears  
Provincial legislation requires municipalities apply all payments made by taxpayers to arrears balances first before applying any balances on current. This is to ensure that arrears balances are resolved. The City does offer a voluntary tax payment program that allows taxpayers to pay off their arrears (including accumulating current year's taxes) over a three year period.

6. Conditions of Alleys – Weeds - Many alleys, city wide, have a problem with weeds, both prohibited and noxious. Grass is allowed to grow to high heights. General maintenance of alleys does not occur. This results in unsightly conditions along with the dumping of materials. How does the City plan to address and enforce this matter?

Conditions of Sidewalk, Streets, Mural areas, and City Parking Lot Behind BMO - Sidewalk, and roadways are seen to have weeds, ? Knot Weed.

The City is in the process of talking to property owners with unsightly areas as well as overhanging trees in rear laneways. This will part of an ongoing maintenance process.

Murals have unsightly vegetation next to them. Again, some prohibited and noxious.  
See above.

7. Citizen wanted to know if photo radar contractor comes on typical days each week and if so, that should change to random days  
Automated Enforcement operates on a various schedule 7 days a week and usually operates during daytime hours. All zones are covered at random times with the exception of school zones which can only be enforced for 30km/hr at the standard school zones times.

8. Weeds along laneways on mural tours are very high and unruly  
Undeveloped lots throughout the City.

The City does actively enforce undeveloped properties that are not maintained. Response may sometime be delayed as there is a process to be followed in contacting the owners. If the property is not complied with then fines and/or clean up costs may follow.

However once the compliance is achieved, the process starts all over again for future weed issues

9. *Double lot at the corner of 54 Ave. and 55 St. (across from apartment building on opposite corner)*

This lot was allowed to become an eyesore with meter high noxious and prohibited weeds and grass. The area was cut approx. 2 weeks ago.

The area inside the unsightly fence remains untouched with weeds and grass. The hole inside the fences remains.

There is a piece of plywood against one fence and work coveralls draped over the other fence. This has been this way all summer. Can this not be made to look better until the builder decides to build with removal of the unsightly fence and leveling of the area? And of course regular weed maintenance and mowing?

In addition to the ongoing bylaw enforcement, bylaw and planning on working on changing conditions of future demolition permits to ensure that the property is leveled within a specific time if development does not occur.

In addition, the vacant lots at the south end of the City and several in Elizabeth Park have unsightly vegetation that needs addressing.

This has been forwarded to Enforcement Services for follow up.

Derelict Vehicles and Other Materials in yards

Can properties house vehicles that are not being driven? What about rusted out vehicles?

The City's Nuisance Bylaw prohibits the outside storage of dilapidated or inoperable vehicles on land. At a minimum, the City would require that the vehicle be covered or stored indoors. Vehicles without registration and/or insurance cannot be parked on a public street or laneway. The vehicle must also be operable.

What can be done about the eyesore across from the City Hall --- the dilapidated holiday trailer and the other mess in the back yard?

This has been forwarded to Enforcement Services for follow up.

And the apartment building in that area that has a mess in and around the dumpster etc.?

This has been forwarded to Enforcement Services for follow up.

The City has a number of ongoing investigations and enforcement orders for both weeds and outside storage of materials. Privacy legislation prevents the City from providing details of those actions in the public domain. Concerns about specific properties can always be directed to Enforcement Services.

	<p><u>Accolades/Comments</u></p> <ul style="list-style-type: none"><li>• I think these sessions are very good opportunities to engage the public with the elected officials and city administration</li><li>• Kudos on the new Maple Drive upgrade citizen thinks it “spruces up” the whole area.</li><li>• Two ideas for future "Coffees" .... 1. Coloured lanyards or some other distinguishing item that will help to identify councillors/mayor and city administrators as separate from general public (not everyone knows you all on sight). 2. Setting the "booth" just outside the hall, creating conversational areas using LMC sofas and still utilizing the cocktail tables</li></ul>